PROGRAM:	PROGRAM ELEMENT:
Commuter Services	

PROGRAM MISSION:
To implement transportation systems that maximize commuter mobility and foster livable communities in each Transportation Policy Area[a]

COMMUNITY OUTCOMES SUPPORTED:
- Reduce traffic congestion
- Reduce air and noise pollution, energy consumption, wilderness and farmland encroachment
- Improve pedestrian safety
- Enhance economic development

PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
Outcomes/Results:					
Employers that have adopted at least one TCM[b]	1,733	1,750	1,839	2,100	2,300
Percentage of employees who are non-drivers in peak periods:[c]					
Bethesda Transportation Management District (TMD)	26	26	34	30	34
Friendship Heights TMD	40	33	43	34	38
North Bethesda TMD	24	24	NA	25	25
Silver Spring TMD	47	46	NA	46	46
Wheaton Central Business District	10	10	NA	12	12
Service Quality:					
Percentage of requests for service or information that:					
- Were handled courteously	98	99	99	99	99
- Were handled quickly (within 5 days)	100	100	100	100	100
Efficiency:					
Average cost per actively participating employer ($)[d]	1,306	882	732	867	858
Workload/Outputs:					
Employers actively participating[d]	2,511	3,376	4,021	4,400	4,400
Carpool matchlists provided and followed up	7,625	11,594	14,140	15,000	14,000
Employer transportation plans developed	21	14	23	100	350
Fare media sold at commuter store ($)	365,086	515,304	625,502	650,000	800,000
Employer outreach activities (total)[e]	4,594	3,663	4,507	4,600	4,000
Inputs:					
Expenditures ($000)	3,279	2,578	3,067	3,810	3,948
Workyears (positions)	14.0	13.9	13.9	14.4	15.5

Notes:

[a]"Transportation Policy Area" is a generic term used to designate urbanized areas that have been the focus of County transportation demand management activities. They may range from informally identified service areas to Transportation Management Districts created by the County Council.

[b]TCM stands for "Transportation Control Measure." This is a strategy that serves to lessen the demand for single occupant vehicle (SOV) use. Examples include charging for SOV parking, providing preferential parking spaces for carpools, promoting or facilitating teleworking, reducing fares for transit or parking charges for carpools, and providing bicycle or pedestrian amenities such as bike lockers or sidewalk connections.

[c]As measured by a survey of employers with 25+ employees. The survey process is under review, which may change these outcomes.

[d]As measured by the number of employers working with program staff.

[e]The employee outreach measures are being revised, so the data may not be comparable across years.

EXPLANATION:

The number of employers that have adopted at least one transportation control measure (TCM) climbed from 1,306 in FY00 to 1,839 in FY03, a 41% increase. By FY05, it is anticipated that about 2,300 employers will participate, an increase of another 25 percent.

Employers That Have Adopted at Least One TCM

Fiscal Year	Value
01 ACT	1,733
02 ACT	1,750
03 ACT	1,839
04 BUD	2,100
05 REC	2,300
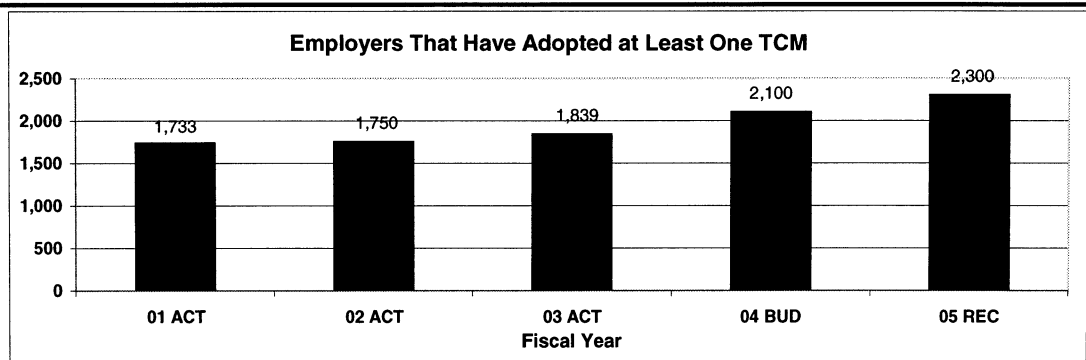
PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Local employers, civic associations, municipalities, environmental groups, transit advocacy groups, Maryland Mass Transit Authority, Maryland Department of Transportation, Metropolitan Washington Council of Governments, US Environmental Protection Agency.

MAJOR RELATED PLANS AND GUIDELINES: Fare Share/Super Fare Share; Smart Moves! Campaign; Maryland Commmuter Choice Tax Credit.

PUBLIC WORKS AND TRANSPORTATION
Transit Services

PROGRAM: Ride On	PROGRAM ELEMENT:

PROGRAM MISSION:
To provide timely, safe, efficient Ride On bus service to bus passengers

COMMUNITY OUTCOMES SUPPORTED:
• Reduced traffic congestion
• Improved accessibility to employment and retail centers
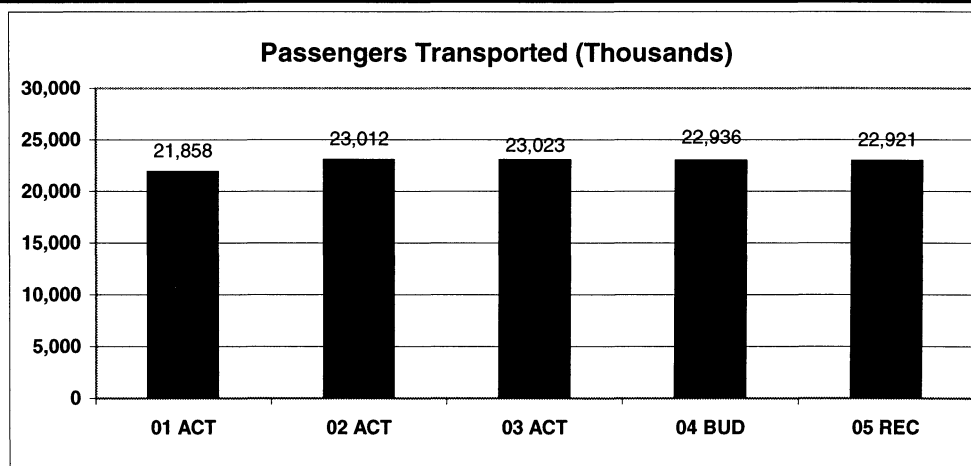• Improved mobility for those with limited transportation options

PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY05 CE REC
Outcomes/Results:					
Accidents per 100,000 miles	3.47	3.57	3.69	3.70	3.70
Passengers transported (000)	21,858	23,012	23,023	[b]22,936	22,921
Service Quality:					
Customer complaints per 100,000 passengers	7.1	9.5	10.8	10.5	11.0
Percentage on-time performance[a]	92.0	75.6	80.0	90	90
Efficiency:					
Cost per hour of service ($)	53.03	57.15	59.22	62.41	66.60
Cost per passenger ($)	2.15	2.26	2.39	2.56	2.86
Workload/Outputs:					
Hours of bus service (000)	885	910	929	940	985
Inputs:					
Expenditures - direct operating ($000)	46,930	52,007	55,020	58,665	65,601
Workyears	492.3	515.8	528.6	549.4	560.3

Notes:

[a]An industry acceptable standard for on-time performance is 90 percent.

[b]FY04 ridership is based on the latest estimate as of March, 2004.

EXPLANATION:
The FY01 budget included additional service on the most heavily used Ride On routes. Ridership is expected to increase by 7.4% between FY01 and FY05. The first phase of Go Montgomery! service will be added in FY04 and FY05, and fares will increase in both years.

Passengers Transported (Thousands)

	01 ACT	02 ACT	03 ACT	04 BUD	05 REC
	21,858	23,012	23,023	22,936	22,921

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Washington Metropolitan Area Transit Authority, Division of Fleet Management Services, Maryland State Department of Transportation.

MAJOR RELATED PLANS AND GUIDELINES: Transit Services' Strategic Transit Plan.